The article I have chosen is a case study on a family practice group in Quebec, Canada who was the first family practice to successfully put into effect an electronic medical record (EMR) system. The case study details the factors that contributed to the success. Emphasis was made on leadership knowledgeable in medical informatics and possessing good leadership skills, extensive training for the clinicians, openness to change within the practice and an overall willingness to work as a team (Gagnon, M., Desmartis, M., Labrecque, M., Légaré, F., Lamothe, L., Fortin, J., et al, 2010). This was particularly interesting to me since I currently work as an administrative assistant to Lancaster General’s e-Health Team, the group of individuals presently working on the implementation of the electronic medical record project.

An EMR computerizes a patient’s medical record (medical history, orders, clinical notes, lab, radiology, pharmacy, reports) and also includes scheduling and billing in one digital place so that clinicians would have the complete picture of one’s healthcare (Gunter, T.D. and Terry, N.P., 2005). This should improve safety and efficiency in an individual’s clinical treatment, therefore benefitting the patient as well as the medical staff.

I believe success is determined by the attitude and effort exerted to work toward a common goal and it begins with the leaders. In an effort to achieve this accomplishment, Lancaster General has trained clinicians (physicians, nurses, radiologists, pharmacists) and nonclinical staff (financial and health information management) in the EMR software to build and ultimately teach the end user the new system. The e-Health Team has researched workflows of the various departments in order to create the new process. A communication team has been organized to reach out giving updates to all involved (medical and hospital staff). My belief is these efforts will contribute to the success of the implementation.

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